

**2022 WITSA Global ICT Excellence Awards**  
**Nomination Form**

**Digital Opportunity/Inclusion Award**

**NOMINEE**

*Khalti Digital wallet (Sparrow Pay Private Limited), Private sector*

**REASONS FOR NOMINATION**

Khalti is a mobile wallet, payment gateway & service provider in Nepal. Khalti launched in the year 2017 at CAN InfoTech with the vision to improve the way we make payments and solve the fundamental problem of 'Access to Finance'. Khalti is operated and owned by Sparrow Pay Pvt. Ltd.

We offer payment solutions to over hundreds of merchants and millions of users across Nepal and provide seamless payments using e-banking, smart banking, cards, and wallet. Being not just limited to mobile app users, Khalti has more than 50,000 POS and Agent networks providing Khalti services to end-users.

Khalti has been duly involved in programs that show it's digital inclusivity and its contribution to providing digital opportunities. Smart Chhori campaign, backed by the UK's Department for International Development (DFID), and run by Khalti has been designed to empower girls & women in the sector of Digital and Financial Inclusion. Similarly, through the Shuvayatra app developed by The Asia Foundation, an information and training app where Khalti is deeply integrated, digital Financial Literacy and digital wallet services are being provided to migrant workers from Nepal.

Our organization has also been playing a strong role in contributing to empowering & digitizing the women-led MSMEs (Micro, Small, and Medium Enterprises) like Sabah and FWEAN. The initiative helps women be productive and upgrade their businesses via training, and workshops. The underlying objective of the initiative is to help women achieve economic independence for their personal growth.

More information about the mentioned projects has been provided below:

1. Khalti has been able to provide digital payment services to more than 2 million users within a short period of 5 years and the beneficiary number is still growing.
2. Khalti has also enabled more than 60,000+ SMEs/MSMEs to digitize their business by providing them with different online and offline payment platforms.
3. Khalti was felicitated with the '**New Biz start-up Award**' (National Level Startup Recognition Award) as Successful Start-Up in the year 2021.
4. Khalti had also won the **Google Business Group's** worldwide story contest held in the year

2017. Google's Business Group Stories Contest is held each year to provide a platform to entrepreneurs who've taken their businesses online. Thousands of members from Google Business Groups (GBG) members participate in the storytelling competition and are asked to share how the Internet and technology-empowered them. Khalti was declared the winner among all the global participants in this contest. This was a proud moment not just for Khalti but for the entire Nation.

5. Khalti has been identified out of many companies in Nepal with the potential to bring women and girls out of poverty. The **Smart Chhori** campaign run by Khalti with support from UK's foreign affairs and Trade aims to empower girls and women in the sector of digital and financial literacy. Khalti trains women and girls on money management, online safety, digital skills, and financial literacy and also provides a flexible work opportunity to earn money using a Digital wallet. Khalti has also introduced an exclusive feature to provide digital literacy for girls and women in the form of online quizzes. The online quiz of Smart Chhori aiming at learning and earning has around 105,825 registered females among whom around 10,000 females have successfully played the quiz and gained financial literacy.
6. Mr. Amit Agarwal, Co-founder, and Director of Khalti, was awarded '**Entrepreneur of the Year, 2019**' by ICT.
7. Khalti has also been playing a strong role in contributing towards empowering & digitizing the women-led MSMEs (Micro, Small, and Medium Enterprises) by collaborating with organizations like Sabah and FWEAN. Until now, training for more than 720 women MSME has been conducted in both organizations. Among these more than 650 are active Khalti users and are using digital mediums to receive and make payments for their personal and business use.
8. The organization has also made efforts to provide financial literacy to all migrant workers. Khalti has partnered with The Asia Foundation to provide digital and financial literacy information to all migrant workers through the Shuvayatra app, which is funded by the Department for International Development (DFID).
9. Khalti has been successful in creating 900+ Dealers and 47K+ Khalti Pasals (Agent network) reaching overall parts of the country and providing financial services through our network.

Also, with the above accomplishments, Khalti has promptly worked on improving and perfecting its technical arena through the introduction of improvised product features, attractive User Interfaces, customer-friendly build, and so on. A few of the many achievements in the area of process innovation and product excellence are listed below:

- Khalti has disrupted the market by introducing affordable access to mobile data, QR payment, security measures through Khalti MPIN, bill payments from basic utility payment to advanced services like EMI payment, DEMAT Renew, hospital appointment booking and so on, remittance transfer, insurance, hyper-local market, banking services, 4G conversion and pool of other digital financial services.
- Incentivized services in terms of cashback and coupons, task & quizzes-based video tutorials on online security, buying cheaper data packs, saving mobile data, mobile

financial services & digital payments possible through Khalti.

- Khalti is a digital app that can be accessed by people with different kinds of disabilities. It is in Khalti's goal to be able to introduce voice commands (IVR) to assist the visually impaired.
- Introduction of Flutter technology in the year 2021 and along with its unique product features introduced like Khalti MPIN for more app security, Partial payment (payment from two different payment options), Save payment (Reminder of the monthly payment by Khalti App), In-app support and In-app videos for customer convenience and accessibility.

Khalti has been working relentlessly to digitize Nepal. In this journey, little victories and milestones have been very important. One of such many milestones has been the contribution toward empowering & digitizing the women-led MSMEs (Micro, Small, and Medium Enterprises). With a cause, Khalti is motivating women to use digital payment to promote and expand their various enterprises. To digitize their businesses, Khalti has been providing financial and digital literacy programs to women MSME members and also helping them get in touch with banks for easy account opening and lending services.

Besides, Khalti has also been providing bulk payment services to transfer payments from WOMEN MSMEs organization into individual accounts of working women. Also, Khalti is supporting these women to fulfill their loan needs for their respective businesses by collaborating with banks. These MSME are associated with organizations like Sabah and FWEAN.

The organization has also made efforts to provide Financial literacy to all migrant workers. We have partnered with The Asia Foundation to provide digital and financial literacy information to all migrant workers through the Shuvayatra app, which is funded by the Department for International Development (DFID).

Khalti time and again conducts different events in order to help the society and the entire Nepalese. It frequently conducts programs like Blood donation programs, sponsors generous and noble causes, and conducts financial and digital literacy programs all across the country.

Khalti has been promoting various free services in order to foster the digital economy, such as merchant fee waivers, free fund transfer, special profile and privileged services to SMEs and MSMEs, and continuous & attractive incentives for digital transactions. These features/services/offers have been attracting and encouraging a large number of people to use digital financial services, ultimately helping to digitize Nepal.

In addition, Khalti has also been strongly supporting the government's initiatives to promote

digital services across the country. For the first time in Nepal, Worldlink users can now get a 10% VAT refund on their bill payment through Khalti. Initiated through the finance bill 2076, by the then finance minister, Khalti coordinated with the Inland Revenue Department and Worldlink taking this mandate ahead.

In conclusion, we aim to contribute our best in promoting digital inclusivity, imparting digital awareness, and providing digital opportunities to those in need. Our goal includes benefitting rural women to achieve their financial independence. They can carry out digital transactions with increased control over finances, increased productivity, higher financial privacy, and also Income generating opportunities for the women engaged in informal MSMEs. Currently, Khalti can be accessed by people with different kinds of disabilities, except for the visually impaired in the current context. It is in Khalti's goal to be able to introduce voice commands (IVR) to assist the visually impaired. We aim to empower the underprivileged to be financially independent and more digitally equipped.

## **SUPPORTING INFORMATION:**

### **Smart Chhori**



### **Supporting Information:**

Press release of Smart Chhori:

- Article by Techsathi: <https://techsathi.com/khalti-smart-chhori-campaign>
- Article by Techlekh: <https://techlekh.com/smart-chhoris-project-khalti/>
- Article by Enepsters: <https://www.enepsters.com/2019/02/khalti-smart-chhori-campaign-nepal/>

### **Digital Literacy Training To MSME**



The training is being provided in different clusters depending on the location of the residence of Women MSMEs. Until now, training for more than 720 women MSME have been conducted including both the organizations. Among which more than 650 are active Khalti users and are using digital medium to receive and make payments for their personal and business use. The trainings resulted in requests from participants for loan, interest in collaborating with Khalti to place their businesses in Khalti Bazaar and better understanding to manage their finances and use digital wallet.

### ***Supporting Information:***

Press release of Digital Literacy training:

- Article by Techmandu: <https://techmandu.com/khaldi-digitizing-women-led-businesses-with-ingos/>
- Article by Technology Khabar: <https://technologykhabar.com/2021/06/03/60679/>
- Article by ICT Frame: <https://ictframe.com/nepali-startup-khaldi-wins-united-nations-fintech-innovation-fund/>

### **GBG Storytelling Contest**

Khalti was declared the global winner of Google Business Groups Storytelling Worldwide contest in 2017. The story that led to Khalti's victory was its contribution in reaching the rural areas of Nepal and making the local's day-to-day lives easier who would walk miles to make payment for basic utilities like Electricity, Water, Mobile top-up, and so on.



**Supporting Information:**

Press release of GBG Storytelling contest:

- Google released Khalti video : <http://khalti.com/googlevideo>  
Article by Techlekh: <https://techlekh.com/khalti-wins-gbg-2017/>
- Article by GlocalKhabar: <https://glocalkhabar.com/khalti-becomes-winner-googles-business-group-stories-contest/>
- Article by Gadgetbytenepal: <https://www.gadgetbytenepal.com/khalti-wins-gbg-stories-contest-2017/>

**NOMINEE CONTACT INFORMATION** (for award follow up and coordination)

Name/title: Binay Khadka, CEO

Email: [binay@khalti.com](mailto:binay@khalti.com)

Phone/Mobile: +977 9801856380

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